



United States of America  
FEDERAL TRADE COMMISSION  
WASHINGTON, D.C. 20580

Robert Delaware  
MuckRock News  
DEPT MR 1645, PO Box 55819  
Boston, MA 02205-5819

MAR 12 2013

Re: FOIA-2013-00498  
Zynga

Dear Mr. Delaware:

This is in response to your request dated February 12, 2013, under the Freedom of Information Act seeking access to complaints filed against Zynga. In accordance with the FOIA and agency policy, we have searched our records, as of February 12, 2013, the date we received your request in our FOIA office.

We have located approximately 2,264 responsive complaints. I am granting partial access to, and am enclosing copies of, the accessible records. Twenty-seven complaints, and portions of other complaints, are subject to two of the nine exemptions to the FOIA's disclosure requirements, as explained below.

We are withholding 27 complaints under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), because they are exempt from disclosure by another statute; specifically, Section 21(f) of the FTC Act provides that the FTC may not disclose any material reflecting a consumer complaint obtained from a foreign source if that foreign source has requested confidential treatment. 15 U.S.C. § 57b-2(f).

Enclosed are 2,237 responsive complaints that consumers have sent to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

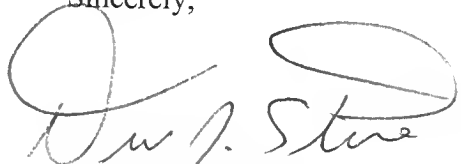
Your request also sought a waiver of all fees. We have determined that you are a "Other/General Public" requester according to the FOIA. As such, the agency's Rules of Practice specify that you will only be charged for search time in excess of 2 hours and duplication costs in excess of 100 pages. *See* 16 C.F.R. § 4.8. Because your request did not incur any fees, your fee waiver request is moot.

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington D.C. 20580, within 30 days of the date of this

letter. Please enclose a copy of your original request and a copy of this response. If you believe that we should choose to disclose additional materials beyond what the FOIA requires, please explain why this would be in the public interest.

If you have any questions about the way we handled your request, or about our FOIA regulations or procedures, please contact Andrea Kelly at (202) 326-2836.

Sincerely,

A handwritten signature in cursive script, appearing to read "Dione J. Stearns". The signature is written in dark ink and is positioned above the printed name and title.

Dione J. Stearns  
Assistant General Counsel